THE STATE OF WYOMING

Department of Employment

DOCKET FILE COPY OF GINAL

DIVISION OF VOCATIONAL REHABILITATION

Casper District Office 851 Werner Court, Suite 120 Casper, WY 82601 Phone & TDD (307) 261-2172 FAX # (307) 472-5601



CC Docket No. 98-67 FCEIVED
June 26, 2001
JUN 2 9 2001
FCC MAIL ROOM

Ms. Magalie Roman Salas Office of the Secretary Federal Communications Commission 445 12th Street, SW Washington, DC 20554

REFERENCE: ANNUAL SUBMISSION OF COMPLAINT LOG SUMMARY

Dear Madam:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.604(c)(1)(ii) of the Commission's rules, 47 C.F.R. § 64.604(c)(1)(ii), the State of Wyoming Telecommunications Relay Service program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2001.

The State of Wyoming Telecommunications Relay Service program maintains a log of consumer complaints, including all complaints about Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider, Sprint, or the State. The aforementioned log shall be retained until the next application for certification is granted. Furthermore the log includes, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

If the information contained within the annual consumer complaint log summary is not sufficient, please notify us and we will be happy to provide additional information.

Sincerely,

Administrator

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Enclosures (2)

cc: Jenifer Simpson, Disabilities Rights Office International Transcription Service, Inc. (ITS)

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Administrative Office: 1100 Herschler Building, Cheyenne, WY 82002 Phone & TDD (307) 777-7389 FAX: (307) 777-5939

ANNUAL CONSUMER COMPLAINT LOG SUMMARY

Wyoming Telecommunications Relay Service

CC Docket No. 98-67

June 29, 2000 to May 31, 2001

The State of Wyoming Telecommunications Relay Service program maintains a log of consumer complaints, including all complaints about Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider, Sprint, or the State. The aforementioned log shall be retained until the next application for certification is granted. Furthermore the log includes, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

For the period of June 29, 2000, through May 31, 2001, Sprint processed more than forty-six thousand, three hundred sixty-four (46,364) calls on behalf of Wyoming Relay. A total of ten (10) customer complaints were received, which is a rate of two hundredths of a percent (.02%). Of the ten complaints, five were filed with a Sprint supervisor from one of the eleven Sprint TRS centers, four were filed with the State's program consultant, and one was filed with both a Sprint relay center supervisor and the State's program consultant. Many of the complaints were resolved the same day the complaint was made. The longest amount of time to resolve a complaint was fifteen days. None of the ten complaints were escalated for action to the Federal Communications Commission.

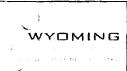
The nature of the complaints were as follows:

Did not keep customer informed
Lost branding (2 complaints)
Roaming not available
Long dial out time
Communication Assistant (CA) speech not understandable
Change of CA slow and inappropriate
Did not follow customer instruction (2 complaints)
Caller ID saying "unavailable"

Complaint resolution included:

CA coached or retrained
Technical problem fixed
Information and instruction provided to customer
Number re-branded
Change in call routing





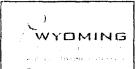
1							· Sagar								
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Dial Out Time	0	ů	0	1	0	0	0	0	0	0	0	0	1	17%
#02	Didn't Follow Database Inst.	Û	Ů	0	0	0	0	0	0	0	0	0	0	0	0%
	Didn't Follow Cust, Instruct.	• 0	0	•	0	0	0	0	0	0	0	1	1	2	33%
#04	Didn't Keep Customer informed	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	17%
	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Beckground Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
	TOTAL	0	0	0	2	0	1	0	0	1	0	1	1	6	
	TECHNICAL COMPLAINTS														
	Lost Branding	0	0	0	11	11	0	0	0	0	0	0	0	2	100%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	0	0	1	1	0	0	0	0	0	0	0	2	





		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														
	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	. 0	0	0	0	0	0	0	0	0	0	0	0%
	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	9%
#35	Other	0	. 0	0	1	0	0	0	0	0	0	1	0	2	106%
<u> </u>	TOTAL	0	0	0	1	0	0	0	0	0	0	1	0	2	
				1											
<u> </u>	TOTAL CONTACT	Ò	0	0	4	1	1	0	0	1	0	2	11	10	
<u> </u>															





1							39.440								
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														Ė
	Answer Wait Time	0	0	0	. 0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	0	0	. 0	1	0	0	0	0	0	0	0	0	1	17%
#02	The state of the s	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	The state of the s	0	0 %	0	0	0	· · · · 0	0	0	0	0	1	1	2	33%
#04	Taranti map dudicinici illiofilled	0	0	0	. 1	0	0	0	0	0	0	0	0	1	17%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Voice Tone	0	0	0	0	. 0	1	0	0	0	0	0	0	1	17%
#09	Everything Relayed	0	0	0	0	0	0	Ö	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	Ö	0	0	0	0	0	0	0	0	0	0	9%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	o	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	9%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
	TOTAL	0	0	0	2	0	1	0	ò	1	0	1	1	6	
	TECHNICAL COMPLAINTS				L	<u> </u>			\			<i></i>			
#22	Lost Branding	0.	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	9%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	.0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	O	0	0	0	0	0	0%
	TOTAL	0	0	0	1	1	0	0	0	0	0	0	0	2	
				-		<u> </u>									
															





		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														. K
#30	Rates	0	0	0	0	0	0	0	0	0	0	Ö	Õ	8	8%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	190%
	TOTAL	0	0	0	1	0	0	0	0	0	0	1	0	2	
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	TOTAL CONTACT	0	0	Q	4	1	1	0	0	1	0	2	1	10	
L															





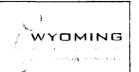
l	(A	^ · ·	G 4	N	n		Feb	NA	Λ	Mari	TOTAL	PCT.
-	SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	IOIAL	PUI.
#00	Answer Wait Time									0				0	0%
#01		0	0	0	0	0	0	0	0	0	0	0	0	1	17%
#02			0	0		0							<u> </u>		0%
#03		0	0	0	0	0	0	0	0	0	0	0	0	0	
#04		0	0	0	3 0	0	0	0	0	0	0	1	1	2	33%
#05	The state of the s	0	0	0	11	0	0	0	0	0	0	0	0	1	17%
	1 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06		0	0	0	0	0.	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	9%
#08	1	0	0	0	0	0	11	0	0	0	0	0	0	1	17%
#09	Tarana may a	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	1	0	0	0		0	0	0	0	0	0	0	0	8	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Two-Line VCO Procedure Not F	0	0	Q	· 0 · · · ·	0	0	0	0	0	0	0	0	0	0%
	Background Noise Not Typed	0	0 -	0		0	0	0	0	0	0	0	0	0	0%
#14		0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	9%
#16	1	8	0		· · · · · ·	0	0	8	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0		0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0		0	0	0	O	0	0	0%
#20	Speech to Speech	0	0	0	ō	0	0	0	0	0	0	0	O	0	9%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	a	1	17%
	TOTAL	0	0	0	2	•	1	0	0	1	0	1	1	6	
												· ·			
	TECHNICAL COMPLAINTS						[
#22	Lost Branding	0	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	ō	0	0	0	0	0	0%
#25	Line Disconnected	Ö	0	0	0	0	0	0	-	0	0	0	0	0	0%
#26	Garbled Message	0	0	0		0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	-	0	Ö	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	-	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	 	0	0	0	0	0	0	0	0	0%
	,														
	TOTAL	0	0	0	1		0	0	0	0	0	0	0	2	
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L		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	. 0	6	9%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	ō	0	0%
#32	No 900 Number	0	0	0	0	0	.0.	0	0	0	0	Ö	0	0	0%
	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	. 0	0	0	0	0	1	0	2	100%
	TOTAL	0	0	0	1	0	0	O	0	0	0	1	0	2	
-															
	TOTAL CONTACT	0	0	0	4	1	1	6	0	1	0	2	1	10	
<u></u>															





SERVICE COMPLAINTS SERVICE	PCT. 0% 17% 0% 33% 17% 0%
#00 Answer Wait Time 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17% 0% 33% 17%
#01 Diaf Out Time 0 0 0 1 0 0 0 0 0 0 0 0 0 0 1	17% 0% 33% 17%
#02 Didn't Follow Database Inst. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 33% 17%
#03 Didn't Follow Cust. Instruct. 0 0 0 0 0 0 0 0 0 0 0 1 1 2 #04 Didn't Keep Customer Informed 0 0 0 0 1 0 0 0 0 0 0 1	33% 17%
#04 Didn't Keep Customer Informed 0 0 0 1 0 0 0 0 0 1	17%
	CONT.
#05 Agent Disconnected Caller 0 0 0 0 0 0 0 0 0 0 0 0	
#06 Poor Spelling 0 0 0 0 0 0 0 0 0 0 0	0%
#07 Typing Speed/Accuracy 0 0 0 0 0 0 0 0 0 0	0%
#08 Poor Voice Tane 0 0 0 0 0 1 0 0 0 0 0 1	173
#09 Everything Relayed 0 0 0 0 0 0 0 0 0 0 0	9%
#10 HCO Procedures Not Followed 0 0 0 0 0 0 0 0 0 0 0 0	0%
#11 VCO Procedures Not Followed 0 0 0 0 0 0 0 0 0 0 0	6%
#12 Two-Line VCO Procedure Not F 0 0 0 0 0 0 0 0 0 0	0%
#13 Background Noise Not Typed 0 0 0 0 0 0 0 0 0 0	0%
#14 Feelings Not Described 0 0 0 0 0 0 0 0 0 0	0%
#15 Recording Feature Not Used 0 0 0 0 0 0 0 0 0 0	0%
#16 Noise in Center 0 0 0 0 0 0 0 0 0 0 0	0%
#17 Agent Was Rude 0 0 0 0 0 0 0 0 0 0	0%
#18 Problem Answer Machine 0 0 0 0 0 0 0 0 0 0 0	0%
#19 Spanish Service 0 0 0 0 0 0 0 0 0 0 0	0%
#20 Speech to Speech 0 0 0 0 0 0 0 0 0 0	0%
#21 Other Problem Type Complaint 0 0 0 0 0 0 0 1 0 0 1	17%
TOTAL 0 0 0 2 0 1 0 0 1 1 6	
TECHNICAL COMPLAINTS	
#22 Lost Branding 0 0 0 1 1 0 0 0 0 0 0 2	100%
#23 Charged for Local Call 0 0 0 0 0 0 0 0 0 0 0	0%
#24 Trouble Linking Up 0 0 0 0 0 0 0 0 0 0 0	0%
#25 Line Disconnected 0 0 0 0 0 0 0 0 0 0 0	0%
#26 Garbled Message 0 0 0 0 0 0 0 0 0 0 0 0	0%
#27 Database Not Available 0 0 0 0 0 0 0 0 0 0 0	0%
#28 Split Screen 0 0 0 0 0 0 0 0 0 0	0%
#29 Other Technical Type Comptaint 0 0 0 0 0 0 0 0 0 0 0	0%
TOTAL 0 0 0 1 1 0 0 0 0 0 0 2	





		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	190%
<u> </u>	TOTAL	0	0	0	1	Ö	0	0	0	0	0	1	0	2	
		.	· · · · · · · · · · · · · · · · · · ·												
	TOTAL CONTACT	0	0	0	4	1	1	0	0	1	0	2	1	10	
L															